

HANDOUTS:

MYSTERY DINER

DATE: _____

FEATURED MENU: _____

FOOD:

- | | | |
|--|-------------------------------------|------------------------------------|
| 1- Are the foods on the serving line attractively presented? | YES <input type="checkbox"/> | NO <input type="checkbox"/> |
| 2- Does the food taste good? | YES <input type="checkbox"/> | NO <input type="checkbox"/> |
| 3- Are there enough food choices to satisfy all customers? | YES <input type="checkbox"/> | NO <input type="checkbox"/> |
| 4- Are quality, name brands advertised? | YES <input type="checkbox"/> | NO <input type="checkbox"/> |
| 5- Are there enough of each choice for all lunch/meal periods? | YES <input type="checkbox"/> | NO <input type="checkbox"/> |
| 6- Are there any healthy lunch choices?
(Lower in fat, sodium, cholesterol...) | YES <input type="checkbox"/> | NO <input type="checkbox"/> |

FOODSERVICE STAFF:

- | | | |
|---|-------------------------------------|------------------------------------|
| 7- Are servers and cashiers polite? | YES <input type="checkbox"/> | NO <input type="checkbox"/> |
| 8- Do servers and cashiers greet you with a Smile? | YES <input type="checkbox"/> | NO <input type="checkbox"/> |
| 9- Does the foodservice staff answer your questions? | YES <input type="checkbox"/> | NO <input type="checkbox"/> |
| 10- Is the staff dressed like a team? | YES <input type="checkbox"/> | NO <input type="checkbox"/> |
| 11-Is the staff appearance clean? | YES <input type="checkbox"/> | NO <input type="checkbox"/> |

ATMOSPHERE:

**12-Is the eating area cheerful
and upbeat?** YES ☐ NO ☐

**13-Are the dining room tables clean
for all lunches?** YES ☐ NO ☐

**14-Are the areas in front of the
serving lines clean?** YES ☐ NO ☐

15-Are promotional days offered? YES ☐ NO ☐

16-Are students disciplined excessively? YES ☐ NO ☐

OTHER:

**17-Are prices fair for the amount
of food served?** YES ☐ NO ☐

18-Are lunch lines long? YES ☐ NO ☐

19-Do lines move quickly? YES ☐ NO ☐

20-Is there enough time to eat? YES ☐ NO ☐

COMMENTS:
